

Northeastern University

Frequently Asked Questions for Employers

NUworks Virtual Career Fairs (Powered by Symplicity)

What do I need to do before the virtual career fair?

Establish a NUworks account if you have not done this already. You will need a link to whichever video platform you use – a video chat link can be added to the instruction field for each representative meeting with students during the fair.

What do I need to do on the day of the virtual career fair?

Employers can log in one hour before a fair starts to get set up and be ready to start chatting when the fair opens. We highly recommend that you have both the NUworks Virtual Career Fair platform and your video platform open at the same time to go back and forth quickly during the fair.

When will recruiters get access to NUworks?

Employers will have access to the fair one hour before it begins. Students will not be able to start the chat process until the start time of the fair.

Why should I look at my NUworks account before a virtual career fair?

Employers can access an electronic Resume Book and view resumes/batch email students 5 weeks before the fair date. Employers will also be able to see the students who have RSVP'd for the event and which students expressed an interest in their company, along with their resumes/account information.

If I do not currently have a NUworks account as a representative attending a virtual fair, how do I get access to the fair on the event's day?

If your company has a confirmed registration to a virtual fair and you have been named a representative, you will need to log into [NUworks](#) and use your email for your USERNAME and select Forgot Password. This will trigger a temporary password sent to you so you can log in. Representatives will need to do this before they can see the career fair and chat with students.

How many representatives can we have at a virtual career fair?

Your company can bring unlimited representatives to a company. Each representative will need an account on NUworks. When registration is approved, it will automatically establish approved accounts for any named representative that needs one. Each representative should have their own individual link to a video chat (Teams, Zoom, WebEx) to connect with students during the career fair.

How many representatives would you recommend for each virtual career fair?

If a company wants to take advantage of the 1:1 chats and the group chats, they will need at least two representatives.

How do I add the representatives who are going to join me for a virtual career fair?

The person who registered for the virtual career fair will need to go into their NUworks account, go to EVENTS>Career Fairs and open the Edit/Review button to modify their registration and add any representative information resubmit. (Please note, this will bring your registration back to pending status, so the fair organizer will know a change has been made; we approve these regularly.)

What do I do if I have questions on the day of the career fair?

Employer Engagement and Career Design – careers@northeastern.edu, 617-373-2430 will be available for support and questions throughout each fair.

Are there audio alerts for employers?

Yes – The employer will hear an audio alert and see a pop-up alert when 1 minute is remaining in the chat conversation.

During the virtual fair, can multiple representatives be online at the same time?

If each of your organization's representatives has added a unique (Teams, Zoom, or WebEx) URL in the instruction field to chat with students, there can be multiple representatives online. (Every Rep must have a unique URL.)

How many queues can a student be in at one time?

Three.

How is the time of each chat tracked?

NUworks helps to manage your queue and keep track of your chat time. You will have the option to set your chat duration from 5 to 15 min per participant. If you choose a 5-minute chat time, there will be a 5:00 minute clock located in the screen's upper right-hand corner. When the student accepts your invitation to chat with the representative, the clock will start the countdown.

How long does a representative have to chat with each student?

You will have the option to set your chat duration from 5 to 15 min per participant.

Can a representative extend the chat time?

When the clock reaches 1-minute remaining, the representative will get an audio alert and a pop-up alert asking if they want to extend the time. Time can be extended for 2 additional minutes. Representatives can continue to extend the time in 2-minute increments for an unlimited amount of times.

NUworks does not control your video platform. You should still dismiss or have the student leave your virtual meeting. The clock simply serves as a reminder.

When would my employer status show "busy"?

If you want to take a break, you can set your status to "busy," When you are chatting with a student, your status will show "busy."

Can an employer do both the one on one chat and the group chat?

If there is only one rep, then you cannot do both. The best scenario for one representative is to select the one on1 chat option, and if you have another representative, they can host a group chat.

Where is the view chat button for employers?

The View Chat button only is visible up one hour before each fair starts.

Can employers communicate with students before the career fair?

You can log in to your [NUworks](#) employer account, go to Events>Career Fairs>Edit/Review Registration>RSVP'd Students tab can batch email the RSVP'd students, filter and communicate with them in advance, and even schedule specific students to chat with them at the fair.

Should each representative have their own video link?

YES. Each representative will need their own URL (Teams, Zoom, WebEx).

Does the employer have to choose between conducting 1:1 chats or group chats?

If you have at least two representatives, you can do individual one-on-one chats and group chats. In the group chat, you can answer general questions. One on one chats allows for direct conversation and specific discussions.

Can two recruiters split the time of one during the fair? For example, if we have two representatives and split the fair time, each is online for a set time?

You can divide your time and team as you wish. Each representative will need to have a unique video chat URL in the information section for students. We recommend providing the students with these specific links for each representative.

Can a representative take a coffee break?

The right sidebar of the chat queue shows your Chat Settings. Each representative can take a break by simply selecting "Offline," then select "Online" when you are ready to chat again.

Will any video platform work for video chatting during the virtual career fair?

Yes. Employers can use whatever platform they prefer. Some companies may have a specific vendor they are required to use. Make sure to put the URL link in the instructions field for students to click on. You can create a hyperlink when you are inserting the link; this works best and saves time.

Is there a place for employers to take notes or comments?

Employers have the option to make notes after each 1:1 chat and select if they are "Interested" or "Not Interested" in each candidate. At the end of the day, this information can be downloaded and saved.

Can students see the employer's notes?

No.

If an employer has more than one room (with a different rep in each room), do they have to have an individual link, or can they all use the same link and take people in as they line up?

Each representative will need to have their own unique video platform interview UR

Suppose a company has one rep who ONLY wants to see people with a particular background or who would be interested in this specific division of the business. Is there a way for students to be directed to that specific representative?

The employer can have several representatives (each having their own unique URL to connect with students); however, each representative receives whomever the next student in the queue (line). Employers can search the students who have RSVPd by variable criteria and reach out directly to those students who meet the requirements of the position(s) they are recruiting for.

Do students have to sign-up/reserve spots to talk with recruiters?

Students select a company and get in the queue to speak with employers.

The schedule for one on one chats is a “first come, first serve” process.

Students cannot set a specific appointment time. Students get in the queue for a company to chat, and it is a "first come, first serve" process.

Can we create schedules for 1:1 and group sessions during the fair, or will students pop into our booth to chat with our representatives?

The 1:1 chats are not scheduled. Students get in the queue, much like a line at the career fair.

How do I get access to student resumes?

Each representative will have access to the electronic Resume Books located in their NUworks account. There is also a list of students who have RSVPs to the event that can be found after you have logged into your NUworks account. (Use the Edit/Review Registration button to access the RSVP'd list and email students.

What does an employer do if we have a last-minute change in representatives attending?

You can add representatives in by logging into your employer account and editing your fair registrations. Please keep in mind; we require all accounts in NUworks to be approved. This means if you are a new representative in NUworks, your account will need to be approved before you are able to go online.

Need Help?

Please contact us at careers@northeastern.edu or call 617-373-2430.